

Service: Multi-Protocol Label Switching (MPLS) - DSL Teleworker

Service Line: Network Communications

Status: Available

General Description: Digital Subscriber Line (DSL) Teleworker Service allows mobile and telecommuting employees to access the GTA network and the Internet from a remote site such as a private residence, single-user field office or telecommuting work center. The connection is made using a circuit connected to the MPLS vendor and routed through the GTA private network. Authentication is required, and then a secure connection is established through the digital subscriber line (DSL) service. Access can be granted to mainframe applications, other secure applications and the Internet.

Service Level Targets:

- MPLS is designed for 99.999% accuracy at the core; however, the DSL portion of the connection cannot be monitored or guaranteed.
- A four-hour mean time to repair (MTTR) is standard practice.

Availability:

- The service is available seven days a week, 24 hours a day..
- The service is available anywhere within the state of Georgia where appropriate facilities exist.

Limitations: Some addresses will not be eligible for this service for any of the following reasons:

1. The local exchange carrier (LEC) serving the address may not offer service.
2. The LEC serving the address may not have the appropriate facilities.
3. The LEC serving the address may not have the service tarified.

Prerequisites:

- DSL service availability to the address
- An appropriately configured personal computer or laptop computer with the correct security software loaded

Pricing / Charges: For specific pricing, please contact the GTA Office of Solutions Marketing at gtasolutionsmrktg@gtga.ga.gov or 404-651-6964 to be put in touch with your GTA Account Manager. The charges depend on the LEC serving the area, the speed of access desired and other factors. Pricing will be quoted in the service schedule as a fixed monthly cost based on the service level.

Service Components or Product Features Included in Base Price:

- DSL connection
- Modem
- Modem installation kit

Options Available for an Additional Charge: N/A

Service Components or Product Features Not Included: N/A

What GTA Provides:

- DSL line
- Modem and instructions
- Assistance configuring the modem

What the Customer Provides:

- Personal computer or laptop computer
- Follows the self-installation guidelines, including GTA-specific instructions, to complete their service installation

Service Support: Problems or issues with the service should be reported as follows:

- From 7:00 a.m. to 6:00 p.m. Monday through Friday, call the GTA Solution Support Center at 404-749-2150 or GTAServiceDesk@gtga.ga.gov.
- At other hours, call the GTA Contact Center at 404-656-7378.

Service Issue Escalation: Major outages and chronic problems will be escalated within GTA management as well as the service provider's chain of command.

Benefits / Advantages: Teleworking and telecommuting are two ways to make state government more efficient and to reduce traffic and its associated smog in metropolitan areas. Employees save gasoline and time and increase productivity by teleworking from home or from an approved teleworking center.

How to Start this Service: Current customers may contact their GTA Account Manager. New customers, please contact the GTA Office of Solutions Marketing at gtasolutionsmrktg@gtga.ga.gov or 404-651-6964 to be put in touch with your GTA Account Manager.

Related Services and Products: Multi-Protocol Label Switching (MPLS)

Other Information: N/A

Terms and Definitions: N/A